

Amendment to the Claims

The following listing of claims replaces all prior listing of claims.

1. (Currently Amended) A method of establishing a community of practice including as participants a plurality of users, one or more experts, and one or more community of practice managers, the community of practice having access to a knowledge management system, the method comprising:
 - identifying a need for the community of practice;
 - identifying roles and responsibilities for participants in the community of practice;
 - and
 - identifying one or more goals for the community of practice, based on the identified need; and [,.]
 - maintaining a database of data associated with the community of practice in a database included in the knowledge management system based on the identified roles and responsibilities and one or more goals,wherein a plurality of participants in the community of practice ~~leverage~~ use the knowledge management system to ~~collaborate~~ exchange information to achieve the identified one or more goals.
2. (Original) The method of claim 1, wherein the step of identifying roles and responsibilities includes:
 - identifying one or more community of practice managers;
 - identifying one or more experts associated with the community of practice; and

collecting documents to be available to the community of practice.

3. (Currently Amended) The method of claim 2, wherein the identified community of practice managers are not ~~equivalent to~~ the same participants as the identified experts.

4. (Original) The method of claim 2, further including:
determining a first security level for the plurality of users;
determining a second security level for the one or more experts; and
determining a third security level for the one or more community of practice managers.

5. (Currently Amended) The method of claim 4, wherein the first security level, the second security level, and the third security level ~~are not equivalent~~ establish different levels of access to information stored in the knowledge management system.

6. (Original) The method of claim 1, further including:
providing training for users in the community of practice.

7. (Currently Amended) The method of claim 1, further including:

monitoring progress of the community of practice in achieving the identified one or more goals.

8. (Currently Amended) A method of managing a knowledge management architecture for use in a community of practice, the method comprising:

capturing, in a knowledge management system, knowledge received from community of practice participants based on a knowledge document received over a computer network transmission medium;

approving the captured knowledge using the knowledge management system;

delivering the approved knowledge to community of practice participants over the computer network; and

maintaining knowledge in a knowledge database included in the knowledge management system,

wherein the community of practice participants include a plurality of users, one or more community of practice managers, and one or more experts associated with the community of practice.

9. (Original) The method of claim 8, further including:
opening the community of practice.

10. (Original) The method of claim 9, wherein the step of opening the community of practice includes:

advertising the community of practice within an organization; and
accepting subscriptions for membership in the community of practice.

11. (Currently Amended) The method of claim 8, wherein the step of capturing knowledge includes:

receiving the knowledge document from one of the plurality of users; and
~~entering~~ storing the knowledge document submission in a document the
knowledge management system,

wherein the knowledge document is received ~~submission may be~~ in one of a predetermined set of formats.

12. (Currently Amended) The method of claim 11, wherein the step of receiving the knowledge document ~~a submission~~ includes:

receiving, via electronic mail, a the knowledge document.

13. (Original) The method of claim 12, wherein the knowledge document may include a word processing document, a presentation document, a spread sheet document, an electronic mail document, or a link to a Web site.

14. (Currently Amended) The method of claim 8, wherein the step of approving captured knowledge includes:

identifying a review team including one or more members;

~~review of~~ reviewing, via the knowledge management system, the captured knowledge by the identified review team; and

~~approval of~~ receiving an indication, from one or more members of the review team, in the knowledge management system reflecting approval of the captured knowledge, ~~based on an indication from the review team.~~

15. (Currently Amended) The method of claim 14, wherein the one or more members of the review team includes one or more community of practice managers and one or more experts.

16. (Currently Amended) The method of claim 8, further including:
~~accepting~~ receiving, in the knowledge management system, information
reflecting feedback about associated with the delivered knowledge from one or more participants in the community of practice.

17. (Currently Amended) The method of claim 16, further including:
revising the knowledge in the knowledge database based on the ~~accepted~~
feedback.

18. (Currently Amended) A system of managing knowledge in an organization, the system comprising:
a community of practice,

wherein the community of practice includes:

a knowledge management architecture[[]],

participants including:

a plurality of users[[]],

one or more experts[[]],

one or more community of practice managers[[]], and

a network interconnecting the knowledge management architecture, the plurality of users, the one or more experts, and the one or more community of practice managers, and

wherein the knowledge management architecture includes:

a web server module, connected to the network, for providing tools for use by participants in the community of practice[[]],

a security module, connected to the web server module, for ensuring security requirements are met[[]],

an e-mail server, connected to the web server module and the network, for delivering knowledge to participants in the community of practice[[]],

a knowledge database, connected to the web server module, for storing knowledge entries[[]], and

a document management system, connected to the web server module, for permitting access to documents, and

wherein the participants use the knowledge management architecture to exchange information to achieve a goal associated with the community of practice.

19. (Currently Amended) The system of claim 18, wherein the web server module includes collaboration tools that enable the participants to exchange information.

20. (Currently Amended) The system of claim 18, wherein the web server module includes an electronic bulletin board system that enable the participants to provide information to achieve the goal.

21. (Original) The system of claim 18, wherein a plurality of community groups are established within the organization and a plurality of communities of practice are associated with each such community group.

22. (Currently Amended) A method of ~~establishing~~ managing a community of practice in a knowledge management system ~~including a knowledge management coordinator,~~ the method comprising:

providing information in a computer system associated with a community of practice established based on:

an identified need for the community of practice,

an approval from a coordinator responsible for establishing the community of practice,

an identified practice manager and one or more experts associated with the community of practice,

identified one or more documents including data associated with the
community of practice, and
an identified security level for the community of practice; and
managing, by the computer system, the community of practice by allowing
participants in the community of practice to exchange information to achieve a goal
associated with the community of practice.

~~identifying a need for a community of practice;~~
~~obtaining necessary permission from the knowledge management coordinator;~~
~~identifying a community of practice manager and one or more experts for the~~
~~community of practice;~~
~~identifying existing documentation associated with the community of practice;~~
~~determining at least one security level for the community of practice;~~
~~identifying at least one goal for the community of practice;~~
~~making the community of practice available in the knowledge management~~
~~system; and~~
~~monitoring the community of practice.~~

23. (Original) The method of claim 22, further including:
training users to participate in the community of practice.

24. (Currently Amended) The method of claim 22, further including:
advertising the community of practice; and

receiving, by the computer system, input from a user reflecting a request for membership in the community of practice.

~~accepting users for membership in the community of practice.~~

25. (Currently Amended) The method of claim 22, wherein ~~the step of~~ managing the community of practice includes:

~~measuring one or more of: number of users; number of times a knowledge database is accessed; or amount of time to completion of the identified goals~~

monitoring information associated with at least one of a number of users that request membership into the community of practice, a number of participants in the community of practice, a number of times a database in the computer system is accessed, wherein the database stores knowledge associated with the community of practice, and an amount of time to achieve the goal.

26. (New) A system for managing a community of practice, including:
a knowledge management system; and
a network interconnecting the knowledge management system to participants of a community of practice, the participants including at least an expert and a manager,

wherein the knowledge management system provides information reflecting the existence of the community of practice over the network and receives one or more requests for membership into the community of practice from one or more users.

27. (New) A system for managing a community of practice, including:
a knowledge management system including a database; and
a network interconnecting the knowledge management system to participants of
a community of practice, the participants including at least an expert, a user, and a
manager,
wherein the knowledge management system receives knowledge from the user
over the network and provides the knowledge to each of the participants via the
network.

28. (New) The system of claim 27, wherein the knowledge management
system provides the knowledge by at least one of sending data reflecting the knowledge
to each of the participants over the network, and storing the knowledge in the database
that is accessible to each of the participants over the network.